



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**RCN Telecom Services of Illinois, LLC**  
**for quarter ending September 30, 2007**

<b>Out of Service More Than 24 Hours</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,381.00	\$3,620.00	\$2,699.00	\$8,700.00
B. Number of credits issued for repairs - 24 - 48 hours	78	143	97	318
C. Number of credits issued for repairs - 48 - 72 hours	44	70	59	173
D. Number of credits issued for repairs - 72 - 96 hours	30	44	46	120
E. Number of credits issued for repairs - 96 - 120 hours	24	39	35	98
F. Number of credits issued for repairs > 120 hours	12	19	10	41
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	308	458	441	308
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	12	20	22	54
C. Number of installations after 10 business days	3	3	5	11
D. Number of installations after 11 business days	3	2	4	9
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$350.00	\$200.00	\$150.00	\$700.00
B. Number of customers receiving credits	7	4	3	14
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	52	463	349	864

**Comments**